



Getting Started Guide:  
Check-in Phase for Exchanging  
Ongoing Feedback

## Getting Started – Delivering Feedback

MassPerform Check-ins are an opportunity for both managers and employees to exchange feedback about what is being accomplished and how results are being achieved. Refer to the [Asking Questions Job Aid](#) for questions that both the manager and employee can ask to ensure these conversations are candid and productive.

### Managers & Employees:

Remember that MassPerform Check-ins are different than a routine business touch-base. Check-ins are meant to be flexible and scheduled at the most opportune time for your business needs, so feel free to expand one of your regular business touch-base meetings into a MassPerform Check-in by referencing your established expectations and goals. Reflecting on *how* results are being achieved – or what skills are being used or could be used differently – can turn a business touch-base into a MassPerform Check-in.

### Conducting Ongoing Check-ins:

- ☐ Watch the [video demonstration](#) of a MassPerform Check-in.
- ☐ Find a quiet and private place to talk; take steps to minimize interruptions/ distractions.
- ☐ Leverage the [Manager / Employee Planning Tool for Check-ins](#) to stay on track and to generate results.
- ☐ Ask questions and listen to understand one another's perspective and intentions.
- ☐ Focus on both actions taken and skills used to achieve results.
- ☐ Use the [SARAH Cycle and 3 Triggers](#) to manage each other's responses to feedback and when receiving your own difficult feedback.
- ☐ Remember to adjust expectations if business priorities have changed and ensure that employees have new goals in place to meet any new expectations.
  - Visit the [Ongoing Check-ins](#) section of the MassPerform Resources Page for video demonstrations and job aids are available for both managers and employees to add/update expectations and/or goals.
- ☐ Optionally [add comments](#) to expectations in MyPath to memorialize feedback from your Check-in conversations. These comments will be helpful during the Wrap Up stage when employees are reflecting on their own performance and managers are evaluating performance.



**Best Practice:** Use the MyPath system to memorialize your feedback conversations